

## Service Area Strategic Plan

## Department of Social Services (765)

## Service Area 4 of 33

**Central Administration and Quality Assurance for Community Programs (765 451 05)****Description**

This service area is comprised of a number of federal and state programs that support community operated organizations and initiatives. The majority of funding is used to provide oversight including administering contracts, monitoring and providing technical assistance to community based organizations and initiatives.

**Background Information****Mission Alignment and Authority**

- *Describe how this service supports the agency mission*

This service area supports the mission of the Department by providing resources and technical assistance to community based organizations and initiatives that provide direct services to clients that will help them overcome poverty and enhance their opportunities for the future.

- *Describe the Statutory Authority of this Service*

This services area operates in compliance with the following federal and state statutes:

The Community Services Block Grant (CSBG)

The Community Opportunities, Accountability, and Training and Educational Services Act of 1998, Public Law 105-285

The Community Action Act, §§ 2.2-5400 et seq.

The Neighborhood Assistance Program (NAP)

The Neighborhood Assistance Act, §§ 63.2-2000 et seq.

45 CFR 400 & 401 Refugee Resettlement Program

Family and Children's Trust Fund Act of 1993, §§63.2.2-2100

**Customers**

Agency Customer Group	Customer	Customers served annually	Potential annual customers
Businesses (served unknown; potential unlimited)	Businesses making donations to NAP Projects (potential unlimited)	1,600	0
Community and Volunteer Organizations (potential unlimited)	Community Action Agencies (potential unlimited)	26	0
Community and Volunteer Organizations (potential unlimited)	Community Action Organizations (potential unlimited)	3	0
Community and Volunteer Organizations (potential unlimited)	Faith-based Organizations (potential unlimited)	400	0
Governmental Entities (served unknown; potential unlimited)	Federal Agencies (potential unlimited)	5	0

General Public (served unknown; potential unlimited)	Individuals making donations to NAP Projects (potential unlimited)	600	0
Governmental Entities (served unknown; potential unlimited)	Local Departments of Social Services	120	120
Governmental Entities (served unknown; potential unlimited)	State and local governments (potential unlimited)	75	0
Community and Volunteer Organizations (potential unlimited)	Volunteer Centers (potential unlimited)	20	0

*Anticipated Changes To Agency Customer Base*

None

**Partners**

Partner	Description
Community Action Agencies	
Federal Government	
Hospitals and Emergency Medical Services Providers	
Local Departments of Social Services	
Neighborhood Assistance Projects	
Schools	
State Agencies	
Volunteer Organizations	

**Products and Services**

- *Factors Impacting the Products and/or Services:*

Factors impacting products and services include the amount of funds appropriated by the federal and state government to operate community based programs as well as changes to other programs and funding sources that result in an increase or decrease in the need for community based programs.

- *Anticipated Changes to the Products and/or Services*

Congress is working on reauthorizing CSBG. When CSBG is reauthorized, major changes to the program may occur. The General Assembly often makes changes to the NAP program each year which impacts products and services provided by the program.

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- *Listing of Products and/or Services*
  - Support of organizations and communities

## Finance

- *Financial Overview*

Funding for the Community Programs Administration program comes from general funds and federal funds. The federal funds come from various grant sources, including TANF, Refugee, and AmeriCorps.

- *Financial Breakdown*

	Fiscal Year 2009		Fiscal Year 2010	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$815,863	\$1,872,725	\$815,863	\$1,872,725
Change To Base	\$0	\$0	\$0	\$0
Service Area Total	\$815,863	\$1,872,725	\$815,863	\$1,872,725

## Service Area Objectives

- Support the Community Action Agency network

## Objective Measures

- Number of individuals receiving services from the Community Action Agency network

Governor's Key:

No

Measure Type:

Outcome

Measure Frequency:

Annual

Frequency Comment: Number of individuals receiving services through CAA

Measure Baseline: 101,658 individuals received services in SFY 2005.

Measure Target: 120,000 individuals will continue to receive services in SFY 2009 & SFY 2010

Data Source and Calculation: 4th quarter Community Action Agency Reports